



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Schuyler, Inc.
for quarter ending June 30, 2011

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.20	3.20	3.30	3.23
B. Operator Answer Time - Information [730.510(a)(1)]	7.00	3.90	5.00	5.30
C. Repair Office Answer Time [730.510(b)(1)]	57.00	10.00	0.00	22.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	41.00	4.00	0.00	15.00
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	97.14%	100.00%	99.05%
G. Trouble Reports per 100 Access Lines [730.545(a)]	0.50	2.20	1.40	1.37
H. Percent Repeat Trouble Reports [730.545(c)]	18.00%	7.00%	14.00%	10.47%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	10.00%	4.17%	4.72%
J. Missed Repair Appointments [730.545(h)]	1	2	5	3
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments

Schuyler



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